

BOURQUE AND ASSOCIATES  
Professional Association  
INTELLECTUAL PROPERTY ATTORNEYS  
835 HANOVER STREET, SUITE 301  
MANCHESTER, NEW HAMPSHIRE 03104

**FACSIMILE TRANSMISSION**

DATE: January 12, 2005

TIME: 3:23 PM

TO: Patent and Trademark Office  
Allan Hoosain

PHONE: 703-305-4895  
FAX: 703-746-5744

FROM: Bourque Law Offices  
Manchester, New Hampshire

PHONE: 603-623-5111  
FAX: 603-624-1432

RE: Dynamic and Interdependent Processing of Inbound  
Our Reference: CONCERTO-500AX  
Number of pages including cover sheet: 12

Original of this document to be mailed as well:  YES  NO

---

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you receive this message in error, please notify us immediately by telephone and return the original message to us at the above address via the United States Postal Service. Thank you.

If there is a problem with this fax transmission, please call.

Serial No.: 09/437,414  
 Filed: November 10, 1999  
 Group Art Unit: 2645

Bourque & Associates, P.A.  
 835 Hanover Street, Suite 301  
 Manchester, NH 03104  
 Telephone: (603) 623-5111  
 Facsimile: (603) 624-1432

Date: January 12, 2005

HONORABLE COMMISSIONER OF PATENTS

P.O. Box 1450  
 Alexandria, VA 22313-1450  
 Sir:

Attorney Docket No.: CONCERTO-500AX

In re application of: *\* S-2 Lam et al.* PW  
 Entitled: Dynamic and Interdependent Processing of Inbound and Outbound Communications  
 Transmitted herewith via facsimile is an amendment in the above-identified application. The following checked items are applicable:

A Amendment After Final Pursuant to 37 C.F.R. §1.116 (8 pages)  
 Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 3	- 3	=	x \$84.00 =	
Total 9	- 20	=	x \$18.00 =	
[ ] Multiple Dependent Claims (1st presentation)			+ \$280.00 =	
				<b>TOTAL ADDITIONAL CLAIM FEE</b>
Small Entity filing, divide by 1/2. Previously submitted or verified statement must be attached (per §1.9, §1.27, §1.28)				
				<b>TOTAL ADDITIONAL CLAIM FEE</b>

No additional claim fee.  The claim fee has been calculated above; the Commissioner is authorized to charge Deposit Account NO. 02-3285 in the amount of \$0.

In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being sent via facsimile to: Honorable Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on January 12, 2005 at facsimile no. 703-746-5744.

Paul J. Kroon Jr.  
SUBMIT IN TRIPPLICATE

Attorney of Record: Paul J. Kroon, Jr., Esq.  
 Registration No. 51,902